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Army Performance Improvement Criteria - APIC Training Module 23

"Category 7 – Results"
The Details of the Criteria

Category Seven: Results

- This week's TMT continues the details of APIC with Category Seven – Results, item 7.1.

- We encourage you to keep and consolidate these training modules for future reference.

Category Seven: Results

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- The Results Category examines your organization's performance and improvement in all key areas - product and service outcomes, customer satisfaction, financial and marketplace performance, human resource outcomes, operational performance, and leadership and social responsibility. Performance levels are examined relative to those of competitors, and other organizations providing similar products and services.

- The Results Category is comprised of six "Key Performance Areas" that we refer to as KPAs.

  7.1 - Product and Service Outcomes
  7.2 - Customer-Focused Outcomes
  7.3 - Financial and Market Outcomes
  7.4 - Human Resource Outcomes
  7.5 - Organizational Effectiveness Outcomes
  7.6 - Leadership and Social Outcomes

Category Seven: Results

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7.1 addresses: What are your product and service performance results?

- It asks us to summarize our organization's key products and service performance results. It also asks us to segment our results by product and service types and groups, customer groups, and market segments, as appropriate. Also, to include appropriate comparative data.

- Product and Service Outcomes (7.1) has one section (areas to address) that ask us to provide data and information to answer questions related to:

  - 7.1a. Product and Service Results

Category Seven: Results

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7.1a. Product and Service Results questions ask:

What are your current levels and trends in key measures or indicators of product and service performance that are important to your customers? How do these results compare with the performance of your competitors and other organizations providing similar products and services?

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We ask that you look over each of these questions and establish in your mind or on paper what you think the answers are.

These will be similar questions that you will be asked during the APIC/ACOE On-Line Survey later this summer or fall.

More Information about the Army Performance Improvement Criteria and the "APIC" website can be found at:

www.hqda.army.mil/leadingchange/